

try and mutually diagnose problems.⁴ NorthPoint has successfully used this approach with other incumbent LECs to diagnose order management problems and develop mutual process improvements that result in better customer service provided by both companies.

13. Up until last week, SWBT had refused to work with NorthPoint to reconcile data, instead pointing NorthPoint to the charts and graphs on the SWBT web site. Those charts and graphs are inadequate because they merely provide results which are often incomplete, and no insight into the process itself.

14. **SWBT has inconsistent policies on mitigating delays in orders due to SWBT's error.**

As discussed in NorthPoint's first round of comments, NorthPoint's orders are often delayed due to errors in SWBT's databases or errors by SWBT's service representatives. For example, if SWBT's loop qualification for a particular loop order did not indicate that the loop needed conditioning for DSL service, but upon testing of the loop, the SWBT technician discovered that the loop did need conditioning, NorthPoint would be required to supplement the order and restart the clock on that order with new a due date ten days out, even though the order had been in SWBT's system for at least five days.

15. As discussed above, sometimes SWBT's service representatives make mistakes retyping orders into SWBT's systems, which causes the orders to be rejected back to NorthPoint. In addition, SWBT's practice of identifying errors in a serial fashion, rather than identifying all errors at one time, causes unnecessary delays. For example, NorthPoint's order may be rejected initially for an incomplete address, but after NorthPoint corrects

⁴ NorthPoint has been exchanging daily progress reports on DSL loop orders with Bell Atlantic since September 1999, in order to reconcile data and mutually agree on process improvements. Bell Atlantic was cooperative and willing to implement the reports at NorthPoint's request. As a result of this effort and other contemporaneous work, NorthPoint has seen sustained improvement of its ordering and provisioning processes.

the order and re-submits it, the order may be subsequently rejected for a “pairgain only” or no facilities because the end user is served exclusively by fiber.⁵ As defined in SWBT’s own practices, SWBT’s service representative should have reviewed the entire order at once, and returned it once with all of the errors identified so that NorthPoint would only supplement the order once. This policy is consistently ignored by SWBT service representatives.

16. For each reject, NorthPoint must supplement the order and push the due date farther out. Once NorthPoint supplements an order, this “restarts the clock” for performance measurements and as long as SWBT meets the new due date, these orders are not counted as misses, even if they are provisioned weeks after the original due date. This occurs even if the reject was invalid and due to SWBT’s error.⁶ NorthPoint has requested expedited “supplemental” provisioning intervals and a revised order supplement process if rejects and jeopardies are due to SWBT’s database or manual errors. SWBT has thus far refused.

17. **SWBT continues to provide flow-through processes for its own ADSL-capable loops, but not for other types of DSL loops.** As discussed in NorthPoint’s opening comments, SWBT’s original 271 application notes that SWBT has implemented flow-through processes for ADSL-capable loops under 12,000 feet. This type of loop makes up the

⁵ NorthPoint should be informed of a “pairgain only” situation during the prequalification process by receiving a “Red” indicator. However, NorthPoint has had several orders indicate green or yellow on prequalification, but turn out to be unsuitable for DSL because no copper is available. This makes it very difficult to set customer expectations and the customer will often cancel service rather than receive a slower speed DSL service on fiber.

vast majority of its own retail orders, but a very limited number of Competitive Local Exchange loop orders. By implementing flow-through ordering for its retail services, SWBT has acknowledged that flow through is the most efficient in providing service because a flow-through process eliminates all manual intervention and potential system breakdown.

18. In meetings with NorthPoint, SWBT has stated its intention to expand flow-through capability to all DSL loops under 12,000 feet, regardless of DSL type. As of this filing, SWBT is still providing flow-through treatment for ADSL loops only, while competitive LEC's SDSL and IDSL orders require a manual process.

19. Particular SWBT proposals for process improvements are not properly designed.

In its opening comments, NorthPoint stated that SWBT was unilaterally changing the due date on NorthPoint's loop orders, without informing NorthPoint until after the original due date was missed. In fact, it often times took a proactive call on the part of NorthPoint's representatives to find out the status of a particular order. Meanwhile, NorthPoint's end user customer wasted his or her time waiting for the SWBT technician who never showed up.

20. As discussed above, SWBT and NorthPoint identified the source of this problem during subsequent meetings. Because the LOC, SWBT's provisioning center, uses different internal systems to track a competitive LEC's loop order it could not communicate jeopardies with an order to the LSC. The LSC, in turn, does not communicate order status to NorthPoint, including revised due dates, in a timely and efficient manner. This

⁶ When we brought this problem to SWBT's attention, SWBT acknowledged that NorthPoint should not have to supplement an order, and move the due date, when it is a SWBT-caused error. Unfortunately, due to poor training of LSC representatives, NorthPoint has found that it must

situation happens whenever SWBT discovers a problem with the assigned loop or determines that the equipment in the field does not match the records in SWBT's loop inventory systems.

21. To address this issue, as of March 17, 2000, SWBT has begun sending a technician out to provision a loop on Plant Test Date, which is at least one day before the due date.

SWBT's data indicates this should result in improvement in meeting due dates.

NorthPoint also believes that this may be true, since this is the process improvement instituted by Pacific Bell, SWBT's affiliate company, over six months ago. NorthPoint has found that this practice does improve the provisioning process because the fact that the incumbent LEC's technician often finds problems with the order before the due date provides more opportunity for the LSC and the LOC to communicate those problems to NorthPoint ahead of the due date, so that NorthPoint can set proper customer expectations.

22. This process change has had an unintended result, however, that SWBT has thus far refused to correct. This process has resulted in increased "no access" jeopardies.

NorthPoint communicates with its end users to expect the incumbent LEC's technician on the loop installation due date. Because the SWBT technician is now going out prior to due date, the end user customer is not likely to be expecting that visit and consequently the technician may not be able to obtain access to complete his or her work. Unlike SWBT, Pacific Bell automatically sends its technician back out on the due date if there was a "no access" situation on the plant test date. SWBT has refused to take this step.

Instead, SWBT insists that NorthPoint supplement the order due to the no access

supplement every order upon reject or the LSC will not properly process the order. This has been especially true since SWBT's only manager that understood DSL has now left.

condition, which moves the due date farther out.⁷ This problem could be easily remedied by SWBT if SWBT used the same processes as its affiliate, Pacific Bell.

Line Sharing

23. I have also been involved in NorthPoint's implementation of line sharing in Texas.

SWBT and competitive LEC's representatives have been meeting weekly to address operational issues with the implementation of line sharing throughout the SBC 13-state region. During the process, SWBT's policies and process have been slow to take shape and are constantly changing. Just in the past month we have received new or different proposals on ordering processes, network architecture, test access and interim pricing.

24. SWBT has not provided competitive LECs with a final schedule for line sharing availability in its region, including in Texas. I understand that SWBT has informed this Commission, in its April 5 filing, that it plans to have line sharing "generally available" to competitive LECs by the end of May. As a competitive LEC's representative to these operational discussions, I do not believe that will be possible.

25. Prior to last week, SWBT had claimed that it would have one specific type of line sharing available to competitive LECs throughout its region by June 6. With this type of line sharing the competitive LEC purchases its own splitter and puts that splitter in its own collocation space within SWBT's central office. Under this configuration, SWBT need only use central office cross connects to connect the competitive LEC's splitter to the incumbent LEC's main distribution frame and voice switch. This line sharing configuration requires the least amount of work on the part of SWBT. SWBT's proposal to only have this type of line sharing ready by June 6, 2000, is a hollow promise because,

⁷ Unfortunately, this supplement process restarts the clock on SWBT's performance measurements and gives SWBT a reprieve on particularly problematic orders.

during initial discussions before this Commission, this method was identified as the least desirable configuration for line sharing according to both incumbent LECs and competitive LECs. The competitive LECs have consistently requested other configurations be available to them in a timely manner.

26. Ironically, on April 19, 2000, SWBT informed the competitive LECs during an operational discussion that it currently is not sure if it will be able to make the June 6, 2000, date even for the competitive LEC-owned splitter configuration.
27. In addition, there are further delays for the line sharing configuration in which the competitive LEC uses a SWBT-owned and controlled splitter, which SWBT must purchase and place in an incumbent LEC's area of the central office. SWBT recently issued a proposal under which line sharing would not be generally available in its region until the end of August. This schedule is attached to my affidavit as Attachment A. This schedule would not have line sharing generally available until the end of August, not May as previously suggested. Worse yet, SWBT has not committed to this proposal.
28. Therefore, for either line sharing configuration, competitive LEC-owned splitter or incumbent LEC-owned splitter, SWBT has not confirmed that it will have line sharing available by the Commission's June deadline, much less by the end of May as stated in its April 5 filing.
29. The uncertainty in deployment schedule, network configuration, interim pricing and other terms and conditions have made it very difficult for NorthPoint to create a business plan for its services offered over line-shared loops. As a result, SWBT has significantly impeded NorthPoint's ability to offer choice and innovative services to Texas consumers.

Plan of Record

30. I have also been involved in the incremental changes to SWBT's pre-ordering and ordering processes as a result of SWBT's implementation of the Plan of Record. On March 18, 2000, SWBT significantly changed the way in which NorthPoint uses SWBT's pre-ordering and loop qualification processes ("March 18th release"). The intent of the March 18th release was to provide competitive LECs with a mechanized, pre-order format to request "designed" loop qualification information.⁸ If competitive LECs wanted a more comprehensive and accurate loop qualification performed, the system was designed so that NorthPoint could request a manual loop qualification using the same ordering interface.

31. SWBT's March 18th release had several major, service affecting problems. In his Affidavit, Rod Cruz dismisses many of these problems and only mentions SWBT's failure to properly anticipate initial order volumes. NorthPoint experienced at least two additional, major problems:

- The March 18th release initially rejected almost every NorthPoint loop order. After March 18, 2000, the new mechanized interface was indicating that almost every loop was erroneously identified as "pairgain only," which means that there is no available copper to serve the end user. This is a "Red" condition in SWBT's processes and SWBT's service representatives were rejecting these orders. Once

⁸ "Designed" loop make up information is different than actual loop make-up information. Designed data provide information for the standard design for the longest loop in the end user's distribution area. (Cruz at ¶ 37.) Designed data indicates what the loop *should* look like, taking into account industry standards and SWBT standards for outside loop plant. "Actual" loop make-up information uses outside plant records to develop records for specific loops. Instead of a guess, it is information about the actual loop going to a particular end-user premises. Because the performance of DSL is dependent on loop characteristics, it is critical that competitive LECs have access to actual loop make-up information, as opposed to designed data.

this problem was fixed, NorthPoint had to resubmit several end-user orders which were erroneously rejected. This was very difficult for NorthPoint to track and resulted in delays and miscommunication to several NorthPoint end users.

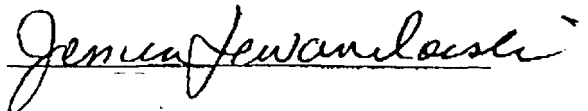
- The March 18th release instituted a new, pre-ordering process for requesting loop qualification information, but the system does not work. It allows competitive LECs to request the high-level designed loop information, but competitive LECs cannot use this new system to request the more detailed and accurate actual loop qualification information. Unfortunately, once SWBT put the March 18th release into effect, it immediately dismantled the previous process allowing competitive LECs to request manual loop qualification on the loop order form. NorthPoint was stuck in a standard catch-22 situation because the new process did not work, but the old process had been dismantled. Once NorthPoint escalated this problem, SWBT put the previous process back in place. NorthPoint is now stuck with the previous, inefficient method of requesting manual loop qualification on the order form, instead of being able to take advantage of the new pre-ordering process for manual loop qualification.

32. These problems have made SWBT's systems even more unreliable and error-prone.

Even as we discuss solutions to the new problems with their OSS, SWBT points to yet another promised fix to the preordering process due on April 29, 2000. From NorthPoint's perspective, there is no basis to think this April release will solve the current problems. In fact, it is likely that, at least initially, this new release will merely create new problems. NorthPoint cannot adequately track order status and communicate problems with our end users until these problems are fixed. It will be quite some time

before NorthPoint can understand and analyze SWBT's new processes to see if they will satisfy SWBT's obligation of non-discriminatory access to its OSS.

Dated: April 26, 2000



Jessica Lewandowski

ATTACHMENT A

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|--|
| <p>Deployment Plan Line Sharing / POTS-Splitters</p> |
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| Central/West Texas | | | | | | |
|--------------------|-------------------|--|--|--|--------------------------|----------------------|
| CLLI | Exchange | | | | Installation Due Date | Ready for Service |
| AUSTTXGR06T | AUSTIN | | | | 30-May-00 | 6-Jun-00 |
| AUSTTXHIDS0 | AUSTIN | | | | 30-May-00 | 6-Jun-00 |
| MDLDTXOXDS0 | MIDLAND | | | | 30-May-00 | 6-Jun-00 |
| ODSSTXEMDS0 | ODESSA | | | | 30-May-00 | 6-Jun-00 |
| LBCKTXPSCG0 | LUBBOCK | | | | 30-May-00 | 6-Jun-00 |
| AMRLTXFLDS0 | AMARILLO | | | | 30-May-00 | 6-Jun-00 |
| LBCKTXSWCG0 | LUBBOCK | | | | 30-May-00 | 6-Jun-00 |
| BGSPTXBSDS0 | BIG SPRING | | | | 30-May-00 | 6-Jun-00 |
| ODSSTXLICG0 | ODESSA | | | | 13-Jun-00 | 20-Jun-00 |
| LBCKTXFRDS0 | LUBBOCK | | | | 13-Jun-00 | 20-Jun-00 |
| AMRLTX0215T | AMARILLO | | | | 13-Jun-00 | 20-Jun-00 |
| ELPSTXMACG0 | EL PASO | | | | 13-Jun-00 | 20-Jun-00 |
| ELPSTXEADS0 | EL PASO EAST | | | | 13-Jun-00 | 20-Jun-00 |
| ELPSTXHADS0 | EL PASO | | | | 13-Jun-00 | 20-Jun-00 |
| AUSTTXJOCG0 | AUSTIN JOLLYVILLE | | | | 13-Jun-00 | 20-Jun-00 |
| ELPSTXNECG0 | EL PASO | | | | 13-Jun-00 | 20-Jun-00 |
| ELPSTXNODS0 | EL PASO | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXHOCG0 | AUSTIN | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXTECG0 | AUSTIN | | | | 20-Jul-00 | 27-Jul-00 |
| ELPSTXYSDS0 | EL PASO | | | | 20-Jul-00 | 27-Jul-00 |
| ELPSTXSECG0 | EL PASO | | | | 20-Jul-00 | 27-Jul-00 |
| LBCKTXPADS0 | LUBBOCK | | | | 20-Jul-00 | 27-Jul-00 |
| ELPSTXSHDS0 | EL PASO | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXRRDS0 | ROUND ROCK | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXFIDS0 | AUSTIN | | | | 20-Jul-00 | 27-Jul-00 |
| PLVWTXPVDS0 | PLAINVIEW | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXWADS0 | AUSTIN WALNUT | | | | 20-Jul-00 | 27-Jul-00 |

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|-------------|--------------|--|--|--|-----------|-----------|
| AUSTTXFADS0 | AUSTIN | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXCVDS0 | CEDAR VALLEY | | | | 20-Jul-00 | 27-Jul-00 |
| AUSTTXEVDS0 | AUSTIN | | | | 20-Jul-00 | 27-Jul-00 |
| AMRLTXEVDS0 | AMARILLO | | | | 20-Jul-00 | 27-Jul-00 |
| ABLNTXORCG0 | ABILENE | | | | 20-Jul-00 | 27-Jul-00 |
| WACOTX01CG0 | WACO | | | | 20-Aug-00 | 27-Aug-00 |
| ABLNTXOWDS0 | ABILENE | | | | 20-Aug-00 | 27-Aug-00 |
| PAMPTXPPDS0 | PAMPA | | | | 20-Aug-00 | 27-Aug-00 |
| WACOTXPRDS0 | WACO | | | | 20-Aug-00 | 27-Aug-00 |
| HLBOTXJUDS0 | HILLSBORO | | | | 20-Aug-00 | 27-Aug-00 |
| TMPLTXDNCG0 | TEMPLE | | | | 20-Aug-00 | 27-Aug-00 |
| WACOTXSWDS0 | WACO SWIFT | | | | 20-Aug-00 | 27-Aug-00 |
| AUSTTXMCDS0 | MANHACA | | | | 20-Aug-00 | 27-Aug-00 |
| WACOTXHEDS0 | WACO | | | | 20-Aug-00 | 27-Aug-00 |
| AUSTTXPFDS0 | PFLUGERVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| | | | | | | |

Deployment Plan
Line Sharing /POTS-Splitters

| South Texas | | | | | | |
|--------------|----------------------------|--|--|--|--------------|-------------|
| | | | | | Installation | Ready |
| CLLI | Exchange | | | | Due Date | for Service |
| SNANTXDIDS2 | SAN ANTONIO DIAMOND | | | | 30-May-00 | 6-Jun-00 |
| CRCHTXTECG0 | CORPUS CHRISTI TERMINAL | | | | 30-May-00 | 6-Jun-00 |
| SNANTXTADS1 | SAN ANTONIO | | | | 30-May-00 | 6-Jun-00 |
| CRCHTXWYDS0 | CORPUS CHRISTI | | | | 30-May-00 | 6-Jun-00 |
| SNANTXPECG0 | SAN ANTONIO | | | | 30-May-00 | 6-Jun-00 |
| SNANTXCACG0 | SAN ANTONIO CAPITOL | | | | 13-Jun-00 | 20-Jun-00 |
| SNANTXWACG0 | SAN ANTONIO WALNUT | | | | 13-Jun-00 | 20-Jun-00 |
| CRCHTXTUCG0 | CORPUS CHRISTI | | | | 13-Jun-00 | 20-Jun-00 |
| SNANTXWEDS0 | SAN ANTONIO WETMORE | | | | 13-Jun-00 | 20-Jun-00 |
| SNANTXCUCG0 | SAN ANTONIO CULEBRA | | | | 13-Jun-00 | 20-Jun-00 |
| NBRNTXNBCG0 | NEW BRAUNFELS | | | | 13-Jun-00 | 20-Jun-00 |
| SNANTXFRCG0 | SAN ANTONIO FRATT | | | | 20-Jul-00 | 27-Jul-00 |
| SNANTXBACG0 | SAN ANTONIO BABCOCK | | | | 20-Jul-00 | 27-Jul-00 |
| LARDTXLADS0 | LAREDO | | | | 20-Jul-00 | 27-Jul-00 |
| SNANTXLECG0 | SAN ANTONIO | | | | 20-Jul-00 | 27-Jul-00 |
| SNANTXUCDS0 | UNIVERSAL CITY | | | | 20-Jul-00 | 27-Jul-00 |
| BWVLTXLIDS0 | BROWNSVILLE | | | | 20-Jul-00 | 27-Jul-00 |
| MCALTXMUCG0 | MCALLEN | | | | 20-Jul-00 | 27-Jul-00 |
| SNANTXGECG0 | SAN ANTONIO | | | | 20-Jul-00 | 27-Jul-00 |
| SGINTXSGDS0 | SEGUIN FRANKLIN | | | | 20-Jul-00 | 27-Jul-00 |
| EDBGTXEBCG0 | EDINBURG | | | | 20-Jul-00 | 27-Jul-00 |
| PHRRTXPHCG0 | PHARR | | | | 20-Jul-00 | 27-Jul-00 |
| MSSNTXMIDS0 | MISSION | | | | 20-Jul-00 | 27-Jul-00 |
| HLRNTXHIG03T | HARLINGEN | | | | 20-Aug-00 | 27-Aug-00 |
| SNANTXSLDS0 | SAN ANTONIO SHAVANO | | | | 20-Aug-00 | 27-Aug-00 |
| SNANTXMADS0 | SAN ANTONIO MARTINEZ | | | | 20-Aug-00 | 27-Aug-00 |
| SNANTXMCDS0 | SAN ANTONIO MEDICAL CENTER | | | | 20-Aug-00 | 27-Aug-00 |

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|-------------|-----------------------|--|--|--|-----------|-----------|
| VCTATXVICG0 | VICTORIA | | | | 20-Aug-00 | 27-Aug-00 |
| ALICTXALDS0 | ALICE | | | | 20-Aug-00 | 27-Aug-00 |
| KGVLTXXKVD0 | KINGSVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| SNANTXEDDS0 | SAN ANTONIO EDISON | | | | 20-Aug-00 | 27-Aug-00 |
| BEVLTXBVDS0 | BEEVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| CRCHTXCADS0 | CORPUS CHRISTI CALLEN | | | | 20-Aug-00 | 27-Aug-00 |
| EGPSTXEPDS0 | EAGLE PASS | | | | 20-Aug-00 | 27-Aug-00 |
| UVLDTXUVDS0 | UVALDE | | | | 20-Aug-00 | 27-Aug-00 |
| SNANTXLSRS1 | LEON SPRINGS | | | | 20-Aug-00 | 27-Aug-00 |
| | | | | | | |

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| Deployment Plan Line Sharing / POTS-Splitters |
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|-------------|------------------------|--|--|--|--------------|-------------|
| Houston | | | | | | |
| | | | | | Installation | Ready |
| CLLI | Exchange | | | | Due Date | for Service |
| HSTNTXJACG0 | HOUSTON JACKSON | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXHUDS0 | HOUSTON HUDSON | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXSUDS0 | HOUSTON SUNSET | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXBUDS0 | HOUSTON BUFFALO | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXALDS0 | HOUSTON ALIEF | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXNACG0 | HOUSTON NATIONAL | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXPRCG1 | HOUSTON PRESCOTT | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXBADS0 | HOUSTON BAMMEL | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXAIDS0 | HOUSTON AIRLINE | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXHODS0 | HOUSTON HOMESTEAD | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXBRCG0 | HOUSTON BARKER | | | | 30-May-00 | 6-Jun-00 |
| HSTNTXMOCG0 | HOUSTON MOHAWK | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXFADS0 | HOUSTON FAIRBANKS | | | | 13-Jun-00 | 20-Jun-00 |
| SPRNTXNODS0 | SPRING NORTH | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXLACG0 | HOUSTON LANGHAM CREEK | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXAPCG0 | HOUSTON APOLLO | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXCHRS0 | HOUSTON CHANNELVIEW | | | | 13-Jun-00 | 20-Jun-00 |
| GLTNTXSOCG0 | GALVESTON SOUTHFIELD | | | | 13-Jun-00 | 20-Jun-00 |
| TBLTXXKLCG0 | TOMBALL KLEIN | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXOVDS0 | HOUSTON OVERLAND | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXEERS0 | HOUSTON EAST ELLINGTON | | | | 13-Jun-00 | 20-Jun-00 |
| BUMTTXTECG0 | BEAUMONT TERMINAL | | | | 13-Jun-00 | 20-Jun-00 |
| BUMTTXTWDS0 | BEAUMONT TWINBROOK | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXMCDG0 | HOUSTON MEDICAL CENTER | | | | 13-Jun-00 | 20-Jun-00 |
| HSTNTXSACG0 | HOUSTON SATSUMA | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXOXCG0 | HOUSTON OXFORD | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXUNCG0 | HOUSTON UNDERWOOD | | | | 20-Jul-00 | 27-Jul-00 |

| | | | | | | |
|-------------|------------------------|--|--|--|-----------|-----------|
| HSTNTXGPDS0 | HOUSTON GREENSPOINT | | | | 20-Jul-00 | 27-Jul-00 |
| BUMTTXUNDS0 | BEAUMONT UNIVERSITY | | | | 20-Jul-00 | 27-Jul-00 |
| PTARTXWORS0 | PORT ARTHUR WOODLAWN | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXMICG0 | HOUSTON MISSION | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXWACG0 | HOUSTON WALNUT | | | | 20-Jul-00 | 27-Jul-00 |
| PTARTXYUDS0 | PORT ARTHUR YUKON | | | | 20-Jul-00 | 27-Jul-00 |
| NDLDTXNDDS0 | NEDERLAND | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXLPDS0 | HOUSTON LA PORTE | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXPACG0 | HOUSTON PARKVIEW | | | | 20-Jul-00 | 27-Jul-00 |
| SPRNTXSOCG0 | SPRING SOUTH | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXCACG1 | HOUSTON CAPITOL | | | | 20-Jul-00 | 27-Jul-00 |
| ORNGTXORDS0 | ORANGE | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXORCG0 | HOUSTON ORCHARD | | | | 20-Jul-00 | 27-Jul-00 |
| RSBGTXRRDS0 | RICHMOND-ROSENBERG | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXGRCG0 | HOUSTON GREENWOOD | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXGLCG0 | HOUSTON GLENDALE | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXWLCG0 | HOUSTON WEST ELLINGTON | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXADCG0 | HOUSTON ADLINE | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXBWCG0 | HOUSTON BLUERIDGE WEST | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXPERS1 | HOUSTON PEARLAND | | | | 20-Jul-00 | 27-Jul-00 |
| HSTNTXDPCG0 | HOUSTON DEER PARK | | | | 20-Jul-00 | 27-Jul-00 |
| GLTNTXSHDS0 | GALVESTON SHERWOOD | | | | 20-Aug-00 | 27-Aug-00 |
| TBLTBTBDS0 | TOMBALL | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXRECG0 | HOUSTON REPUBLIC | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXFRCG0 | HOUSTON FRIENDSWOOD | | | | 20-Aug-00 | 27-Aug-00 |
| TXCYTXTCDS0 | TEXAS CITY | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXCLCG1 | HOUSTON CLAY | | | | 20-Aug-00 | 27-Aug-00 |
| ALVNTXALCG0 | ALVIN | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXWECG0 | HOUSTON WESTFIELD | | | | 20-Aug-00 | 27-Aug-00 |
| BYCYTX8YDS0 | BAY CITY | | | | 20-Aug-00 | 27-Aug-00 |
| CLEVTXCLDS0 | CLEVELAND | | | | 20-Aug-00 | 27-Aug-00 |
| CNTRTXCNDS0 | CENTER | | | | 20-Aug-00 | 27-Aug-00 |
| HNVITXHNS0 | HUNTSVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| CYPRTXCYDS0 | CYPRESS | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXNECG0 | HOUSTON NEPTUNE | | | | 20-Aug-00 | 27-Aug-00 |

| | | | | | | |
|-------------|----------------------|--|--|--|-----------|-----------|
| HSTNTXSERS0 | HOUSTON SEABROOK | | | | 20-Aug-00 | 27-Aug-00 |
| LBRTTXLBDS0 | LIBERTY | | | | 20-Aug-00 | 27-Aug-00 |
| PNHRTXPNDS0 | PINEHURST | | | | 20-Aug-00 | 27-Aug-00 |
| NCGDTXNCDS0 | NACOGDOCHES | | | | 20-Aug-00 | 27-Aug-00 |
| SPLDTXSPDS0 | SPLENDORA | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXRIDS0 | HOUSTON RIVERSIDE | | | | 20-Aug-00 | 27-Aug-00 |
| TXCYTXLMDS0 | TEXAS CITY-LA MARQUE | | | | 20-Aug-00 | 27-Aug-00 |
| AGTNTXDARS0 | ANGLETON | | | | 20-Aug-00 | 27-Aug-00 |
| BRHMTXBRDS0 | BRENNHAM | | | | 20-Aug-00 | 27-Aug-00 |
| CLUTTXLJDS0 | CLUTE-LAKE JACKSON | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXIDCG0 | HOUSTON IDLEWOOD | | | | 20-Aug-00 | 27-Aug-00 |
| HSTNTXEHC0 | HOUSTON EAST HOUSTON | | | | 20-Aug-00 | 27-Aug-00 |
| | | | | | | |

Deployment Plan
Line Sharing / POTS-Splitters

| Dallas/Ft Worth (North) | | | | | | |
|-------------------------|-----------------------|--|--|--|--------------------------|----------------------|
| CLLI | Exchange | | | | Installation Due Date | Ready for Service |
| FTWOTXCRDS0 | FORT WORTH ARLINGTON | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXRNDS0 | DALLAS RICHARDSON-1 | | | | 30-May-00 | 6-Jun-00 |
| MCKNTXLIDS0 | MCKINNEY | | | | 30-May-00 | 6-Jun-00 |
| WCFLTXCFG0 | WICHITA FALLS | | | | 30-May-00 | 6-Jun-00 |
| WCFLTXNIC0 | WICHITA FALLS | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXRECG0 | DALLAS RENNER | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXLADS0 | DALLAS LAKESIDE | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXFBCG0 | DALLAS FARMERS BRANCH | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXADCG0 | DALLAS ADDISON | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXEMDS0 | DALLAS EMERSON | | | | 30-May-00 | 6-Jun-00 |
| FTWOTXBUCG0 | NORTH RICHLAND HILLS | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXTA03T | DALLAS TAYLOR | | | | 30-May-00 | 6-Jun-00 |
| FTWOTXEUCG0 | FORT WORTH EULESS | | | | 30-May-00 | 6-Jun-00 |
| DLLSTXDIDS0 | DALLAS DIAMOND | | | | 13-Jun-00 | 20-Jun-00 |
| DLLSTXFLDS0 | DALLAS FLEETWOOD | | | | 13-Jun-00 | 20-Jun-00 |
| FTWOTXAXCG0 | FORT WORTH WEDGEWOOD | | | | 13-Jun-00 | 20-Jun-00 |
| DLLSTXGPCG0 | DALLAS GRAND PRAIRIE | | | | 13-Jun-00 | 20-Jun-00 |
| DLLSTXNMCG0 | DALLAS NORTH MESQUITE | | | | 13-Jun-00 | 20-Jun-00 |
| FTWOTXARCG0 | ARLINGTON | | | | 13-Jun-00 | 20-Jun-00 |
| TYLRTXS0DS0 | TYLER | | | | 13-Jun-00 | 20-Jun-00 |
| LGWWTXPL03T | LONGVIEW | | | | 13-Jun-00 | 20-Jun-00 |
| LGWWTXGRDS0 | LONGVIEW | | | | 13-Jun-00 | 20-Jun-00 |
| DLLSTXMDS0 | DALLAS MESQUITE | | | | 13-Jun-00 | 20-Jun-00 |
| DLLSTXWHCG0 | DALLAS WHITEHALL | | | | 13-Jun-00 | 20-Jun-00 |
| FTWOTXPECG0 | FORT WORTH PERSHING | | | | 13-Jun-00 | 20-Jun-00 |
| FTWOTXKECG0 | FORT WORTH KENNEDALE | | | | 13-Jun-00 | 20-Jun-00 |
| MNPLTXPADS0 | MOUNT PLEASANT | | | | 13-Jun-00 | 20-Jun-00 |
| FTWOTXWACG0 | FORT WORTH WALNUT | | | | 20-Jul-00 | 27-Jul-00 |

| | | | | | | |
|-------------|----------------------------|--|--|--|-----------|-----------|
| ALLNTXSADS0 | ALLEN | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXDACG0 | DALLAS DAVIS | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXGLCG0 | FORT WORTH GLENDALE | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXDVCG0 | DALLAS DUNCANVILLE | | | | 20-Jul-00 | 27-Jul-00 |
| MRSHTXWEDS0 | MARSHALL | | | | 20-Jul-00 | 27-Jul-00 |
| TYLRTXLYCG0 | TYLER | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXFRCG0 | DALLAS FRANKLIN | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXMCCG0 | DALLAS MIDCITIES | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXEDCG0 | FORT WORTH EDISON | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXNODS0 | DALLAS NORTHLAKE | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXRODS0 | DALLAS ROSS AVENUE | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXRICG2 | DALLAS RIVERSIDE | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXFEDS0 | DALLAS FEDERAL | | | | 20-Jul-00 | 27-Jul-00 |
| RKWLTXPADS0 | ROCKWALL | | | | 20-Jul-00 | 27-Jul-00 |
| FRSCTXCDS0 | FRISCO | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXATCG0 | FORT WORTH ATLAS | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXDSDS0 | DALLAS DESOTO | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXTEDS0 | FORT WORTH TERMINAL | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXMECG0 | DALLAS MELROSE | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXBERS0 | FORT WORTH EAGLE MNTN LAKE | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXEVD0 | DALLAS EVERGREEN | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXCEDS0 | FORT WORTH SAGINAW | | | | 20-Jul-00 | 27-Jul-00 |
| FRSCTXESDS0 | FRISCO | | | | 20-Jul-00 | 27-Jul-00 |
| RONKTXWODS0 | ROANOKE | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXBND0 | FORT WORTH BURLESON | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXCHDS0 | DALLAS CEDAR HILL | | | | 20-Jul-00 | 27-Jul-00 |
| FTWOTXECCG0 | FORT WORTH EDGECLIFF | | | | 20-Jul-00 | 27-Jul-00 |
| DLLSTXSUDS0 | DALLAS SUNNYVALE | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXBRDS0 | FORT WORTH MANSFIELD | | | | 20-Aug-00 | 27-Aug-00 |
| PARSTXSUDS0 | PARIS | | | | 20-Aug-00 | 27-Aug-00 |
| CLBNTXMIDS0 | CLEBURNE | | | | 20-Aug-00 | 27-Aug-00 |
| WTFRTXLYDS0 | WEATHERFORD | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXWSDS0 | WHITE SETTLEMENT | | | | 20-Aug-00 | 27-Aug-00 |
| CRSCTXTRDS0 | CORSICANA | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXBBDS0 | FORT WORTH BENBROOK | | | | 20-Aug-00 | 27-Aug-00 |

| | | | | | | |
|-------------|-----------------------|--|--|--|-----------|-----------|
| FTWOTXMADS0 | FORT WORTH MARKET | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXJECG0 | FORT WORTH JEFFERSON | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXCIDS0 | WESTLAND | | | | 20-Aug-00 | 27-Aug-00 |
| GNVLTXMLDS0 | GREENVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| DLLSTXHACG0 | DALLAS HAMILTON | | | | 20-Aug-00 | 27-Aug-00 |
| FTWOTXLWDS0 | FORT WORTH LAKE WORTH | | | | 20-Aug-00 | 27-Aug-00 |
| TRRLTXJODS0 | TERRELL | | | | 20-Aug-00 | 27-Aug-00 |
| DESNTXHODS0 | DENISON | | | | 20-Aug-00 | 27-Aug-00 |
| WXHCTXWEDS0 | WAXAHACHIE | | | | 20-Aug-00 | 27-Aug-00 |
| DLLSTXLNDS0 | DALLAS LANCASTER | | | | 20-Aug-00 | 27-Aug-00 |
| DLLSTXDND0 | DALLAS DANIELDALE | | | | 20-Aug-00 | 27-Aug-00 |
| GSVLTXHODS0 | GAINESVILLE | | | | 20-Aug-00 | 27-Aug-00 |
| DLLSTXEXDS0 | DALLAS EXPRESS | | | | 20-Aug-00 | 27-Aug-00 |
| FRNYTXHIRS0 | FORNEY | | | | 20-Aug-00 | 27-Aug-00 |
| RDOKTXHORS0 | RED OAK | | | | 20-Aug-00 | 27-Aug-00 |
| GRBYTXRADS0 | GRANBURY | | | | 20-Aug-00 | 27-Aug-00 |
| MNWLTXFADS0 | MINERAL WELLS | | | | 20-Aug-00 | 27-Aug-00 |
| DLLSTXRYDS0 | DALLAS RYLIE | | | | 20-Aug-00 | 27-Aug-00 |
| MCKNTXWE | MCKINNEY ???? | | | | 20-Aug-00 | 27-Aug-00 |
| | | | | | | |
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| | | | | | | |

Collaborative Session 3

MARCH 28, 2000

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Collaborative Session 3
MARCH 28, 2000

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|---|--|
| 1 SBC/AMERITECH OSS XDSL POR 2 COLLABORATIVE WORKSHOP 3 4 5 6 7 8 9 10 11 VOLUME III 12 Pages 609 to 959 13 14 15 TRANSCRIPT OF PROCEEDINGS 16 17 DALLAS, TEXAS 18 MARCH 28, 2000 19 20 21 22 23 24 25 George A. Haas, CSR 5939 | 1 DALLAS, TEXAS 2 9:00 A.M.; TUESDAY, MARCH 28, 2000 3 * * * 4 MR. SIRLES: Good morning everybody. I 5 think we can get introductions out of the way. We 6 have agendas and we'll go through those. 7 I'm Glen Sirles, vice-president of OSS 8 and interconnection services with SBC. I have the 9 responsibilities of all the local OSSs that 10 processes your orders. I welcome you all here 11 today. 12 We made a lot of progress on the Plan 13 of Record over the last two sessions. I was real 14 pleased we could continue this conversation to see 15 if we can't get a agreement and understanding as to 16 the extended enhancements that we want to make into 17 the Plan of Record. So I appreciate everybody's 18 attendance. 19 I also appreciate everybody's 20 flexibility on rearranging the meeting. I think 21 that's going to buy us a more productive meeting, 22 as well as it certainly assisted us internally with 23 some conflicts and other matters that we had as we 24 went through the scheduling process. 25 Kevin Talbot, who many of you may |
| 1 SBC/AMERITECH OSS XDSL POR 2 COLLABORATIVE WORKSHOP 3 4 5 6 7 8 9 10 11 12 13 Transcript of Proceedings taken at 14 Four Bell Plaza, Dallas, Texas, 15 commencing at 9:00 A.M., Tuesday, 16 March 28, 2000, before George A. 17 Haas, Certified Shorthand Reporter, 18 pursuant to agreement 19 20 21 22 23 24 25 | 1 remember from the last sessions, is ill and will 2 not be with us today. So in Kevin's absence you 3 get me. And you get John Smith, who is the 4 executive director of OSS on interconnection 5 services. Between John and I, we'll be working 6 with you as we try and come to where we need to be 7 on the enhancements. 8 As we did in the last session, we have 9 a court reporter with us today. I want to make 10 sure everybody knew that, understood that. That's 11 the way we are going to capture the meeting record. 12 It worked very effectively for us the last time. 13 So George Haas is up here in the front of the room, 14 and he's capturing at this moment everything I'm 15 saying and we'll capture what you say. I hope that 16 that does not cause anyone to feel inhibited. It 17 doesn't bother me at all, so we are going to 18 continue to have the dialogue and conversation we 19 need to have, but for George's benefit, it's going 20 to be important as we speak that we identify 21 ourselves. 22 He'll get to know some of you as the 23 conversation goes on, but it's going to be very 24 beneficial if before you speak you announce your 25 name and your company name so he can capture it as |
| 1 A-P-P-E-A-R-A-N-C-E-S 2 3 4 SEE ATTACHED ATTENDANCE LIST 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 | 1 we are going through the day. 2 That record will be made available in 3 a similar manner as it was the last time. So the 4 record is available to everyone here in the room as 5 well as to SBC. 6 Let's get started with introductions. 7 (SEE APPEARANCES AS ATTACHED) 8 (Discussion off the record.) 9 MR. SIRLES: We put the agenda together 10 based on the dialogue we had in the last couple of 11 sessions, as well as the conversations that both 12 SBC as well as the CLEC community had with the FCC. 13 It's basically a list of the items that we had 14 agreement over the last sessions, as well as the 15 items that we thought we had to and needed to have 16 continued conversation on. 17 This is not meant to be an 18 all-inclusive agenda, as we anticipate there are 19 probably some other items we need to talk about. 20 If you would, take a quick scan at it, and let me 21 know if you think it's somewhat of an agreeable 22 place to start. If so, I think we can start 23 working through some things. 24 MS. TAFF-RICE: Glen, are there some 25 extras of the agenda? |

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1 You know, Southwestern Bell -- SBC has
 2 obviously a huge potential market that calls them
 3 for call waiting and second lines and things, and
 4 that presents an automatic up sell opportunity if
 5 the same rep, through sales agency, can inquire
 6 about the ASI product they are selling.

7 Then, of course, access the same
 8 system and so forth, and that's all probably very
 9 kosher, but there may be an inherent disparity is
 10 really what I'm getting at.

11 MS. GENTRY: U.S. West's service reps are
 12 compensated to make that additional sale. And so
 13 there very quickly, SBC retail, if they take a 20
 14 second look at red, yellow, green, they have a
 15 potential to expand the sale from the call waiting
 16 to DSL.

17 MR. SIRLES: I fully expect our sales reps
 18 to do just that. I'm not going to make you feel
 19 comfortable about that. That's the way it's set
 20 up. That's what we planned to do. That's what the
 21 merger conditions allow.

22 MR. SIEGEL: An alternative form of joint
 23 marketing, an example of a hotel and rental car. You
 24 call up a hotel and you set up a reservation and
 25 they say, "Do you need a rental car, too?"

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1 I might say yes. They don't -- they
 2 don't tell me, well these are the cars available on
 3 this day, this here. They say, we are done with
 4 our transaction. I'm now going to transfer you
 5 over to an Alamo representative. And then the
 6 Alamo representative finds out what days I'm
 7 interested in, what kinds of cars, checks
 8 availability.

9 I think in my mind that's what I
 10 envisioned joint marketing doing, as opposed to
 11 doing the preordering, all the work for ordering.

12 MR. SIRLES: I appreciate your analogy. I
 13 have to say we are really selling the same thing.
 14 That was the intent of joint marketing. They are
 15 ordering service from us, whether call waiting or a
 16 new connect to dialtone, and at the same time they
 17 want DSL. It's really the same things. I sense
 18 one step that is making you somewhat uncomfortable
 19 is that we are qualifying the loop. We are doing
 20 that to insure that we can close the sale.

21 MR. SIEGEL: Once you go through the
 22 electronic process, I don't see ASI being involved
 23 except for the fact they have a computer that
 24 receives a file, reformats it and spits it back.
 25 ASI doesn't have to employ anybody except to keep

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1 their computer running.

2 MR. SIRLES: We'll tell you today, ASI
 3 employs quite a few people and probably will grow.

4 It was designed under the merger
 5 conditions to have a very limited sales force
 6 because its sales force is the telco.

7 MR. SMITH: How is that different, Howard,
 8 from any CLEC and the other products and services
 9 they plan to sell? I mean, how is that different
 10 from MCI or Sprint?

11 MR. SIRLES: If in your process internally
 12 you had a rep who was servicing your customer, and
 13 you built a system that presented a presentation to
 14 them that said this loop is qualified and he wanted
 15 that rep to then offer and close the sale on DSL,
 16 then I would hope that many of you would also want
 17 your internal system to take that request and
 18 mechanically create an LSR and send it to me via
 19 EDI.

20 That's the environment we have been
 21 trying to build.

22 MR. SMITH: And also deal with your
 23 customer care system; dealing with selling long
 24 distance or wireless service or whatever else.

25 MR. SIEGEL: Maybe if ASI was reselling

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1 ILECs service that might be an appropriate analogy.
 2 Then, at least ASI is the one that is going beyond
 3 just joint marketing and integrating things beyond
 4 marketing.

5 MR. SIRLES: I don't know that they are
 6 precluded from doing that in the future. I don't
 7 believe they are.

8 MR. HARRIS: I had a couple of follow up
 9 questions.

10 Our concern is less whether there is
 11 joint marketing capability than how it's done. You
 12 had mentioned at some point there will be
 13 additional functionality so you won't have to flow
 14 the order over the wall. There would be some
 15 integration between the preordering and ordering.

16 MR. SIRLES: There is always a handoff.

17 MR. HARRIS: You say there would be an
 18 automated process?

19 MR. SIRLES: Back up. Stop me.

20 Integration between preordering and
 21 ordering.

22 MR. HARRIS: Transfer between a loop
 23 qualification and the actual processing of the
 24 order by ASI, that's right.

25 MR. SIRLES: After the sale has been

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1 concluded?

2 MR. HARRIS: Correct. Your customer says,
 3 "Yes I want DSL from SWBT."

4 The loop is qualified. It is somehow
 5 in the future going to be transferred over to ASI.
 6 correct?

7 MR. SIRLES: Yes. That information will
 8 be transferred.

9 MR. HARRIS: Electronically.

10 MR. OWENS: It's not an order. It's
 11 order information.

12 MR. HARRIS: That will include what
 13 information, name, address, telephone number.

14 MR. OWENS: Yes.

15 MR. HARRIS: Loop qualification.

16 MR. OWENS: We are assuming because they
 17 sent the order, that the loop is qualified.

18 MR. SIRLES: What is wrong with that?

19 MR. SIEGEL: We have to train and pay our
 20 own reps in our network.

21 MR. HARRIS: And the office.

22 MR. SIRLES: We do too.

23 MR. OWENS: That's part of the what the
 24 sales representative negotiates with the customer.

25 MR. HARRIS: What additional information

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1 would the ASI service rep need to type into the
 2 order.

3 MR. OWENS: I can't think of much more
 4 except probably, from ASI.

5 The only thing I can --

6 MR. HARRIS: The question was what
 7 additional information would the ASI service rep
 8 need to type into the order?

9 MR. OWENS: We would want to know the
 10 customer preferences. Beyond that, that's about
 11 it.

12 MR. HARRIS: I'm trying to understand how
 13 the joint marketing will be done if you need this
 14 information about CP. Will the end user be on the
 15 phone or will the ASI service representative need
 16 to call the end user again.

17 MS. SHINE: We are trying to clarify.

18 It's -- Ron, keep me straight. I'm not at the
 19 sales portion.

20 At the sales portion, we are not doing
 21 the selling on the ASI side. Joint marketing does
 22 it for us. Therefore contact with the customer is
 23 not made with our service rep.

24 MR. HARRIS: That's a good lead in to the
 25 next question.

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1 So if there is a question about CPE,
2 in my example the SBC and SWBT service rep would
3 then contact the end user to get clarification to
4 the order?
5 MR. OWENS: Yes. They would try to
6 obtain that information as the customer is on the
7 line at the time.
8 MR. HARRIS: If the service rep doesn't
9 have enough information to submit the order, what
10 does he do?
11 MS. SHINE: Speak to the joint marketing
12 group general.
13 MR. HARRIS: Then that marketing person
14 calls the end user to get clarification.
15 MS. ANDREWS: Yes.
16 MR. HARRIS: What about order status? I
17 notice CPSOS is also an order status system. Is
18 there any linkage between the ASOS and CPSOS?
19 MR. SIRLES: CPSOS goes way. Parts of it
20 get replicated. What my understanding is of the
21 ASOS, there is some inventory components. That's
22 California, and then they go away -- I'll retract
23 that.
24 Basically it's an order creation tool.
25 MR. HARRIS: I have heard elsewhere, CPSOS

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1 is also an order status system.
2 MR. SIRLES: Order status system?
3 MR. HARRIS: Correct. I may have been
4 wrong. I have seen this in a few documents. It's
5 one of the things Northpoint submitted.
6 MR. SIRLES: California version or
7 Southwestern version? They have the same name, and
8 they are drastically different.
9 MR. HARRIS: Let's talk California.
10 Does the CPSOS in California have an
11 order status component?
12 MR. SIRLES: It may have because today
13 it's inventorying the DSLAM equipment.
14 MR. HARRIS: It would also keep records
15 when a trunk roll is to occur, or if a due date was
16 in jeopardy or something like that.
17 MR. SIRLES: That it does that. I don't
18 know that it does not. I do know it's going away.
19 It's discontinued because the whole process
20 changes.
21 MR. HARRIS: In any of the SBC states, is
22 there any linkage between the CPSOS and the ASOS,
23 or will there be at any point in time?
24 MR. SIRLES: No, because the system of
25 CPSOS itself gets dismantled and goes away.

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1 MR. HARRIS: How will -- and forgive me
2 for taking too much time here -- how will ASI's end
3 users get order status? Who will they call? Who
4 will have access to order status information?
5 MR. SIRLES: Their joint marketing rep
6 will have that information under the customer care
7 segment of the joint marketing.
8 MR. HARRIS: What system will they access
9 to get order status?
10 MR. OWENS: Through the joint marketing
11 arrangement and the conditions, market flow, these
12 joint marketing folks have read only access into
13 ASI's SORD systems and other systems.
14 MR. HARRIS: ASI's SORD system?
15 MR. OWENS: Yes, so they have access into
16 the SORD system of ASI, the order generating
17 processing system.
18 MR. SIRLES: SORD being a service order
19 processor which ASI is using.
20 MR. HARRIS: Is that the same SORD system
21 that SWBT uses and Pacific Bell uses?
22 MR. OWENS: It's a different box.
23 MS. SHINE: It's a different. In fact, we
24 have different flavors. California Pacific Bell
25 has used more like the SWBT version.

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1 MR. HARRIS: I didn't mean to interrupt.
2 I wanted to be sure.
3 MR. OWENS: That's the answer.
4 We have access to the ASI's SORD
5 system to obtain order status. It's ASI's SORD,
6 not the telephone company's SORD.
7 MR. HARRIS: ASI's SORD system obtains
8 order status how?
9 MR. OWENS: Goes down through the
10 associated systems and gives back the status.
11 MR. HARRIS: So when SBC or SWBT, say for
12 example, is going to be provisioning a loop, and
13 that loop is in jeopardy.
14 MR. OWENS: We won't know about that part.
15 MR. SIRLES: They will only know about it
16 if I flowed a jeopardy from a wholesale perspective
17 back through the interface to ASI to tell them that
18 their loop order is in jeopardy.
19 MR. HARRIS: Let me use a better example
20 then.
21 I'm an end user. I called up SWBT. I
22 order DSL, went through the whole system. At some
23 point I can't be -- I'm not going to be home the
24 date that the SWBT technicians would be coming to
25 my home. I call SWBT to tell them, correct?

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1 MR. SIRLES: Correct.
2 MR. HARRIS: That information is input
3 into what system?
4 MR. SIRLES: ASOS, as far as I know.
5 MR. HARRIS: And then, that goes into the
6 ASI SORD system.
7 MR. SIEGEL: It's the joint marketing
8 person who puts that in.
9 MR. OWENS: It's not an SWBT customer
10 going to the prem. It's an ASI technician going to
11 the prem.
12 You as a customer calling the ASI -
13 the joint marketing folks to tell them you won't be
14 home, we would issue -- have them flow the
15 information back over to ASI to say we need a
16 supplement to the order that will change the due
17 date.
18 MS. RAMSEY: Could you do blocks of all
19 the different system ASI has and do blocks of all
20 the different telephone company systems, and if
21 there is a line down the middle. Any time any of
22 those lines cross, any line comes across, anything
23 from the telephone company to ASI, the same
24 interface is available to any other CLEC. So
25 that's the picture. Every interface, every time

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1 the line crosses, anything the telephone company
2 does for ASI is available to any other CLEC. Those
3 are the overriding marching orders and instructions
4 and that's how they operate.
5 MS. TAFF-RICE: Do you suppose we can get
6 a flow chart of this? This would help a lot. If
7 Stephanie or someone else could give us a flow
8 chart of how it works with ASI, that would be a
9 tremendous help. Could we get that from you
10 tomorrow, perhaps?
11 MR. SIRLES: I'll investigate getting
12 that, yes.
13 MR. HARRIS: This is an issue and there is
14 a legal issue whether we are entitled to the same
15 interfaces that ASI or any affiliate is using. I
16 think if we are assured we have the exact same
17 functionality, that issue will become less
18 important. So that is, I think, the nature of my
19 concern, and a flow chart would be a giant step in
20 the right direction to EASE our concerns.
21 No pun intended.
22 MR. SIRLES: What I'm trying to do is
23 convince you we built this right under the
24 conditions, and it really is using data in exactly
25 the same manner as any of you could.

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